

DISASTER ASSISTANCE IMPROVEMENT PROGRAM (DAIP)

IMPROVING ASSISTANCE FOR DISASTER SURVIVORS

2015

April 2015:
Improved the survivor experience by releasing a new site design



2014

February 2014:
Honored with the 2013 FEMA Administrator's Award for Document Upload



2013

November 2013:
Won "Outstanding Mobile Website" award with Benefits.gov from the Web Marketing Association

DAIP's Alternate Information Systems Security Officer (A-ISSO) won FEMA's ISSO of the Year

June 2013:
Implemented a responsive Web design framework for dynamic site scaling



April 2013:
Enabled survivors to upload documents and get text message updates for claim status



2012

December 2012:
Honored with the 2012 FEMA Administrator's Award for Mobile Innovation



October 2012:
Hurricane Sandy

197,816 visits on 11/5/12



August 2012:
Featured a special banner for information on 2012 drought

925 visits 5/13/12-9/28/12



July 2012:
Expanded mobile function with mobile questionnaire and applicant inquiry.



July 2012:
Hurricane Isaac

55,752 visits on 9/4/12



■ Website evolution
 ■ Disaster-response initiatives
 ■ Awards
 ■ Post-disaster website traffic

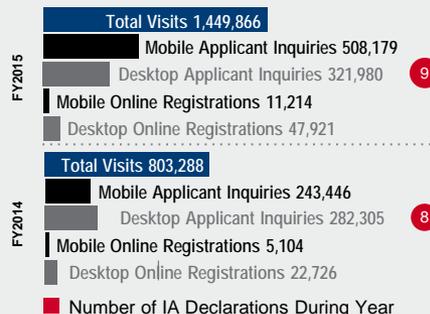


DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

MONTHLY WEBSITE VISITS



WEBSITE ACTIVITY BY FISCAL YEAR



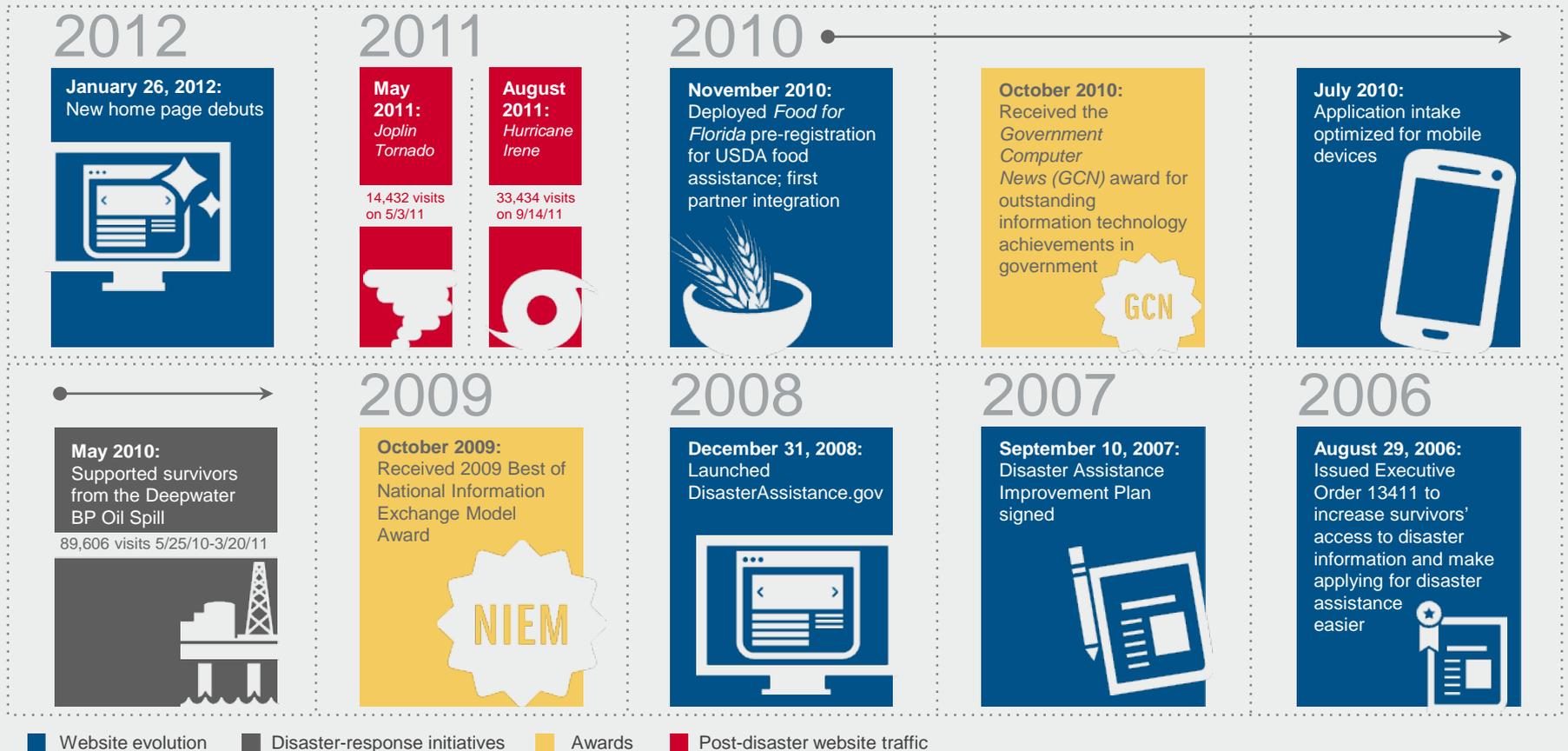
DID YOU KNOW?

FY 2015 was the first year the number of applicant inquiries from mobile devices passed those from desktop computers.

61%
MOBILE INQUIRIES

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WHAT CAN YOU DO ON DisasterAssistance.gov



FIND ASSISTANCE

Answer questions about your needs to get a personalized list of possible assistance; no login or personal info required.



APPLY ONLINE

Read the *Disaster Survivor Application Checklist* then submit an application to learn if you qualify for disaster assistance.



CHECK STATUS

Create an account or login to securely check your status, view messages from FEMA, update personal info, and upload important documents.